



Employment Notice

April 24, 2012

Practice Director

The Family Health Center is a Federally Qualified Health Center and leading provider of primary healthcare to the medically underserved in Kalamazoo County. We are currently seeking a **Practice Director**.

Summary

Responsible for assisting the COO in ongoing efforts to improve organizational processes and culture to create and sustain a world-class organization. This includes (but is not limited to) fulfilling duties pertaining to the day-to-day management of personnel (e.g., patient registration, medical records, and other groups), using statistical process control procedures to monitor variance from established standards, assistance in developing strategy to improve organizational effectiveness, and developing training modules to achieve that end. Assist the COO and other officers with long- and short-term planning for special programs. Assist COO and other constituents to get the data needed to advance departmental and organizational objectives. Monitor and supervise the no-show process in adherence with corporate policies, while making recommendations for improvement.

Essential Duties and Responsibilities:

- Identify salient patient touch points and major organizational indices and regularly gather data to deploy statistical process control procedures to depict organizational effectiveness and identify areas of opportunity.
- Make certain that calls are answered promptly through at the call center. Offer recommendations to improve efficiency. Assist the entire organization in its ongoing efforts to define and evaluate "quality" and "customer service." Assist in the continuous updating of departmental policies and procedures. Participate in the orientation of new personnel to support their understanding of the organization's mission and desired culture.
- Assist the COO identify key matrices that define the patient experience using existing data via new data sets, in developing stand-up and online training models appropriate for all employee groups, in preparing and tabulating results from focus groups and objective surveys.
- Assist the COO, other officers, and ad hoc groups in transforming the organization such that it is recognized as the preeminent FQHC in the nation. Participate on the Quality Assurance Committee and submit monthly reports to COO.

Education and/or Experience:

Masters Degree in a business or health related field is required in conjunction with 5 to 10 years of supervisory experience in a healthcare setting managing the daily operations of a community health/public health clinic.

Family Health Center offers an excellent benefits package which includes medical/dental/vision/life insurance/403(b) retirement savings plan. Total compensation will depend on experience, education, and combination of skills brought to the position.

Interested candidates should forward information via email:

humanresources@fhckzoo.com

MAIN OFFICE

117 W. Paterson Street
Kalamazoo, MI 49007-2581
p 269.349.2641
f 269.488.0817

CENTRE STREET SITE

325 E Centre Avenue
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BURDICK STREET SITE

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SHERIDAN STREET SITE

2918 Portage Street
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p 269.488.8516
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HEALTHCARE FOR THE HOMELESS

431 N. Rose Street
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P 269.385.2217
F 269.349.4392

EDISON SCHOOL-BASED HEALTH CENTER

924 Russell Street
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p 269.337.1702
f 269.337.1644

ADMINISTRATION OFFICES

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Joint Commission
on Accreditation of Healthcare Organizations